



Mental Health Consumer Outcomes SFY2011-12

Report to
DHHS Waiver Advisory Committee
September 19, 2012

1

**“Responsible Change to Achieve
Easy Access, Better Quality and Personal Outcomes”**

Shealy Thompson, NC Division of MH/DD/SA Services

LME-MCO Oversight Reports

2

TODAY

DMHDDSAS-LME Contract Oversight

- ❑ Clinical Quality
- ❑ GS 122-C Requirements
- ❑ Federal Block Grants
- ❑ State Funds

DWAC
& Public

- ### DWAC Reports
- ❑ Waiver Implementation
 - ❑ Consumer Outcomes

DHHS

DMHDDSAS-DMA Reports for Intra-Dept Monitoring Teams

- ❑ Clinical
- ❑ Administrative
- ❑ Financial

DMA-MCO Contract Oversight

- ❑ Clinical Policy
- ❑ Waiver Requirements
- ❑ Medicaid Funds

Intra-
Departmental
Monitoring
Teams

Performance Measure Reports
Weekly status reports
Program reports

Consumer Outcomes for DWAC

- Committee selected 2 measures for each age-disability group
 - MH and SA measures updated twice a year
 - IDD measures updated once a year
- Goal for today:
 - Review MH measures – baseline data for SFY2011-12
 - Determine best reporting format and schedule
 - Discuss how DWAC will use the information
- Reporting plan:
 - Can review one disability per meeting, each 2 times per year
 - Question: Review all measures in 3 successive meetings (Sept-Nov and Mar-May) or review one every other month?

Cautions

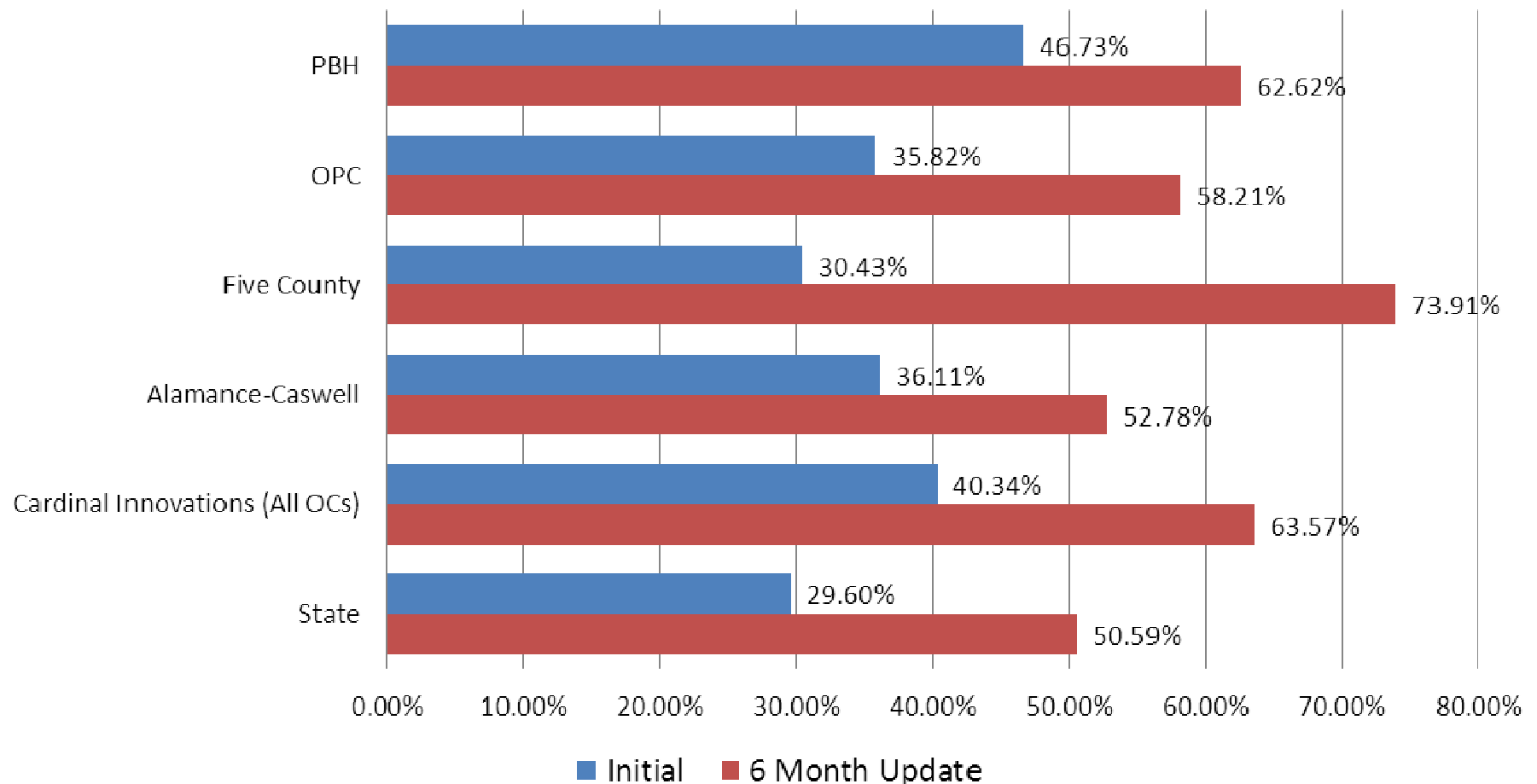
- Data always raises more questions
- Comparing LME-MCOs to each other without sufficient information to understand the differences leads to faulty conclusions
 - Better to compare each one's progress over time
- Goal is not to set a research agenda for DHHS, but rather to:
 - Track Waiver implementation progress
 - Identify areas of success and concern
 - Make recommendations for action

Adolescent MH Outcomes

- Two measures
 - Family Relationships
 - School suspensions and expulsions
- Four LME-MCO groupings
 - Cardinal Innovations Healthcare Solutions (PBH)
 - Phase I: Western Highlands, ECBH, & Smoky Mtn
 - Phase II East: Alliance, CoastalCare, & Eastpointe
 - Phase II West: CenterPoint, MeckLINK, Partners, & Sandhills

Adolescent MH: Cardinal Innovation

Family Relationships: Adolescent Mental Health Cardinal Innovations SFY 2011/12

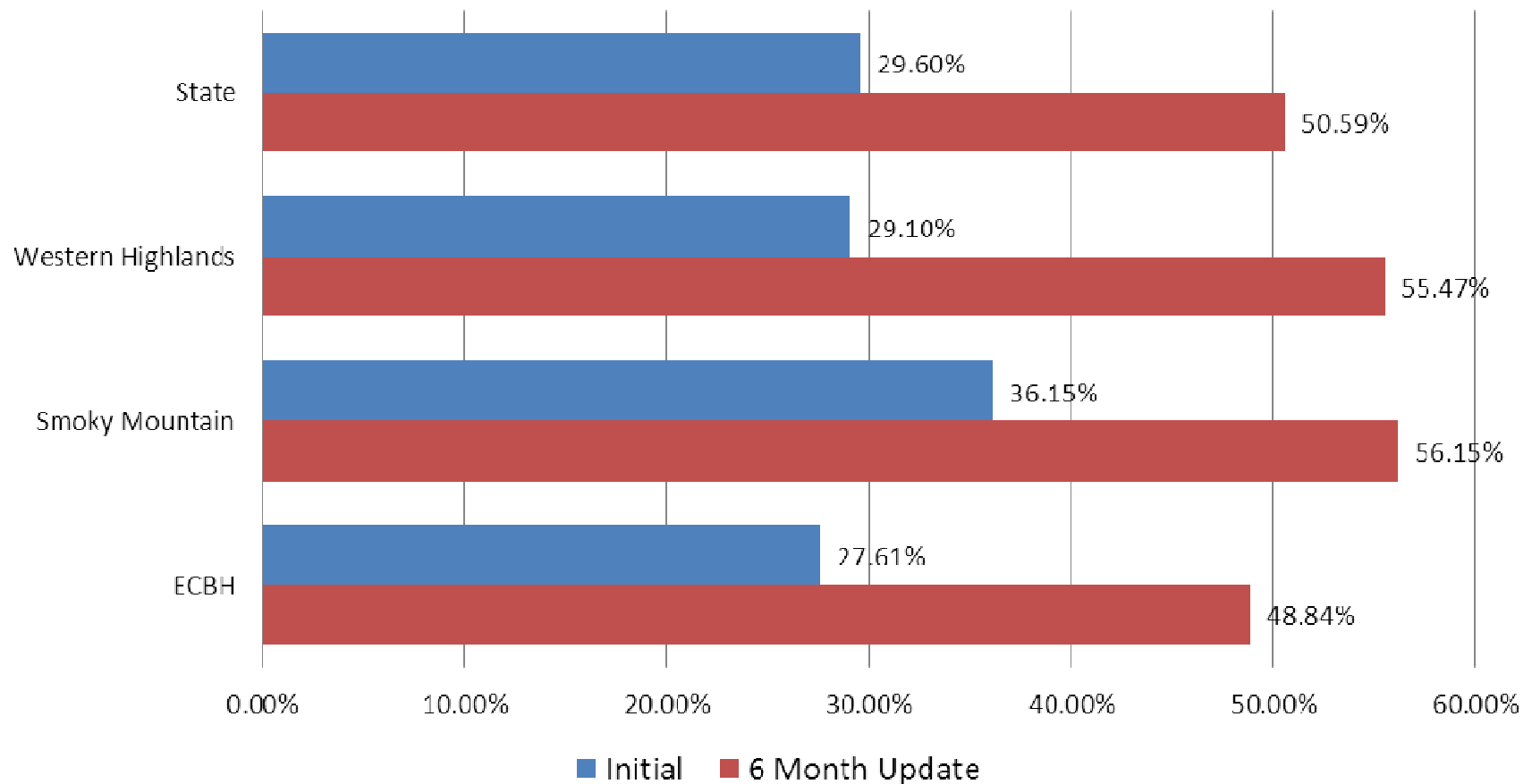


Adolescent MH: Phase I LME-MCOs

Family Relationships: Adolescent Mental Health

Phase 1

SFY 2011/12

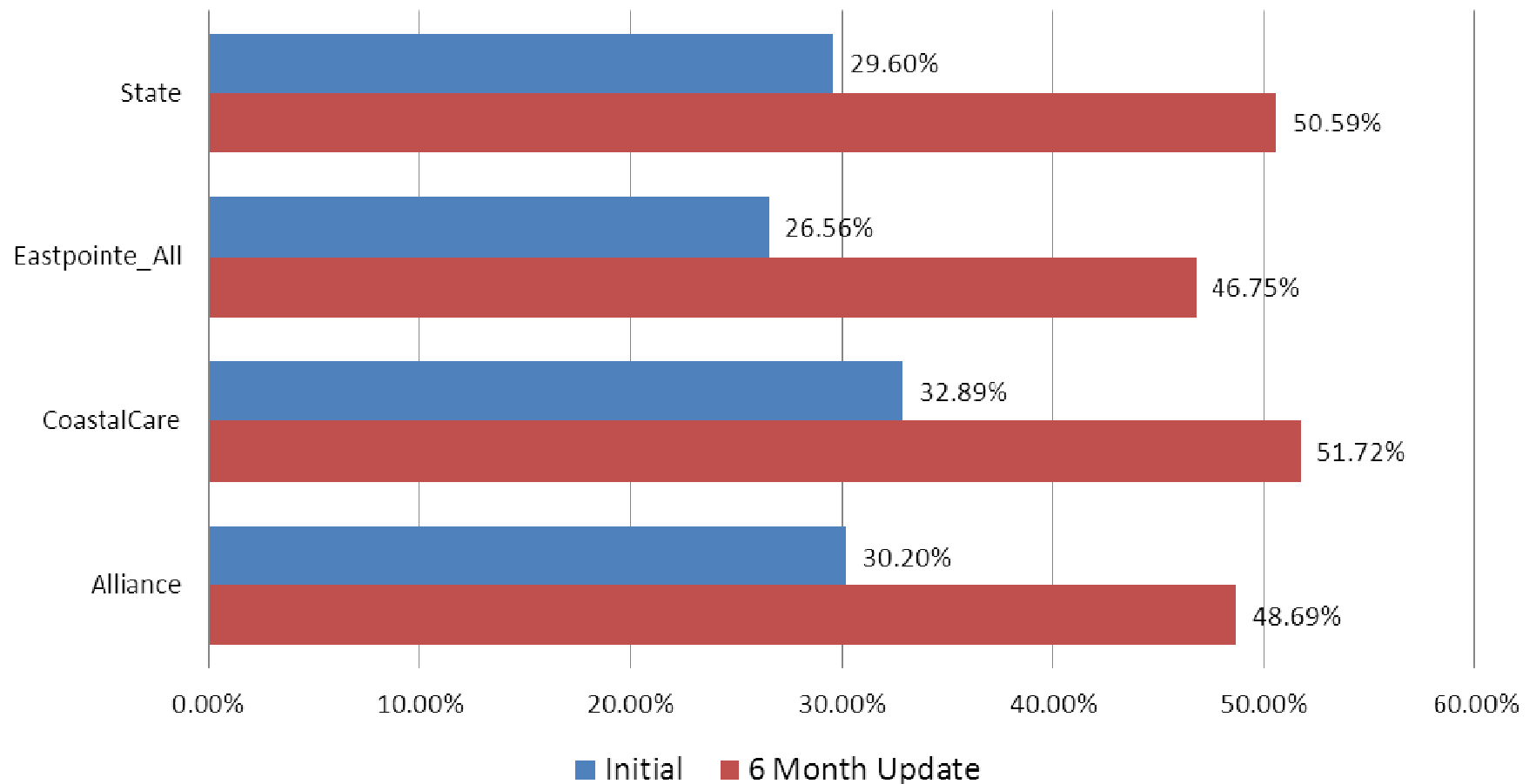


Adolescent MH: Phase II LME-MCOs East

Family Relationships: Adolescent Mental Health

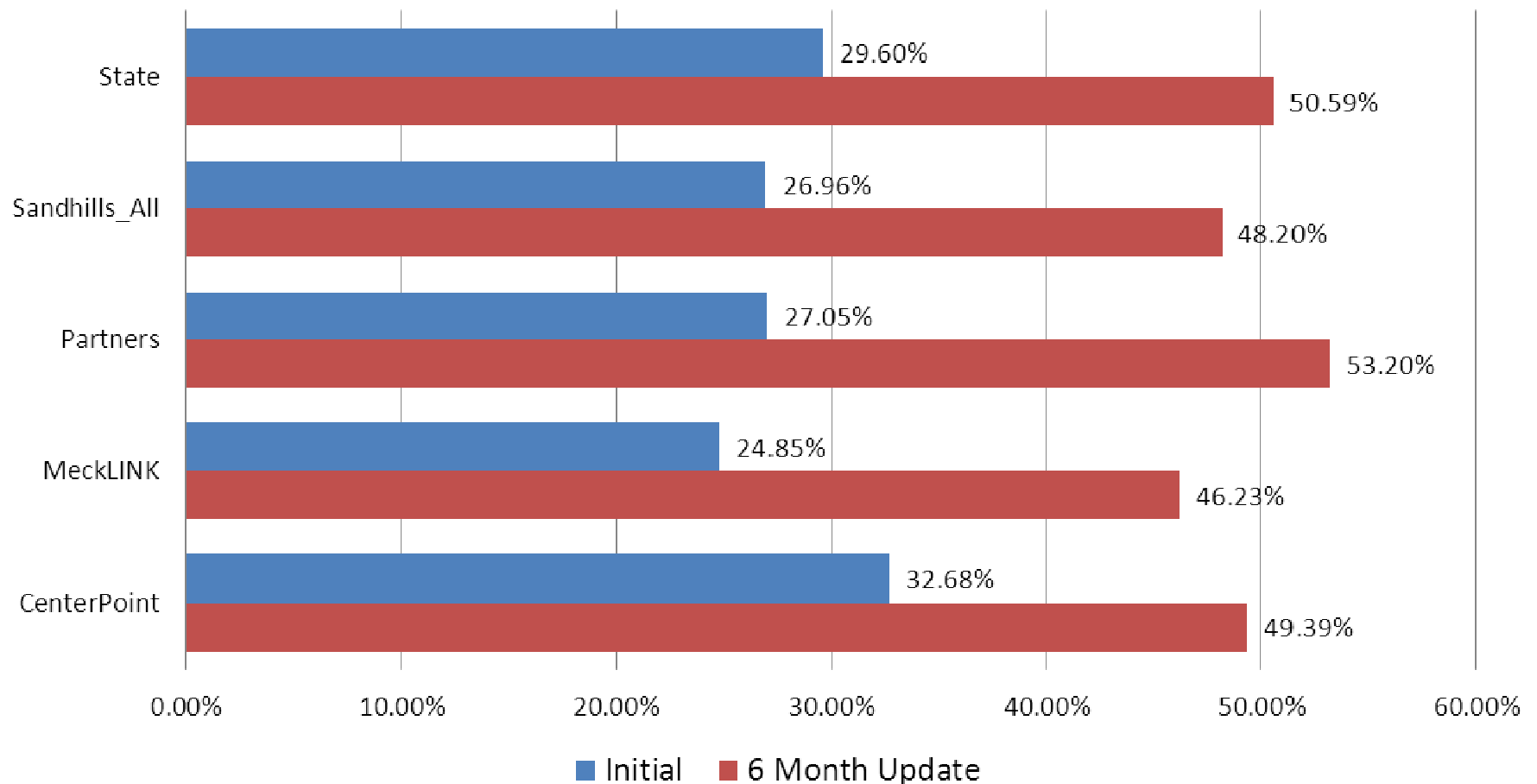
Phase 2 East

SFY 2011/12



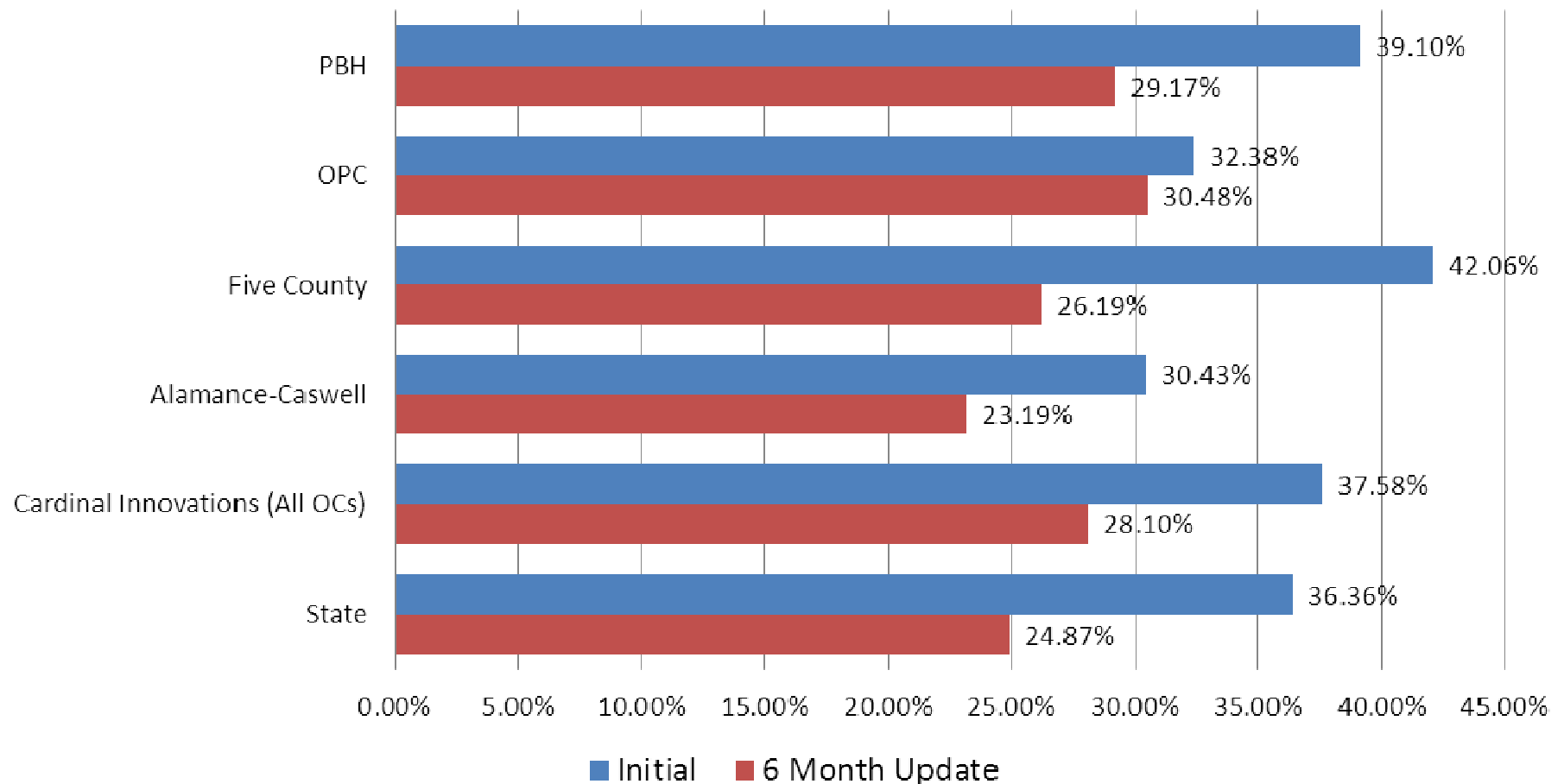
Adolescent MH: Phase II LME-MCOs West

Family Relationships: Adolescent Mental Health Phase 2 West SFY 2011/12



Adolescent MH: Cardinal Innovation

Suspensions/Expulsions: Adolescent Mental Health Cardinal Innovations SFY 2011/12

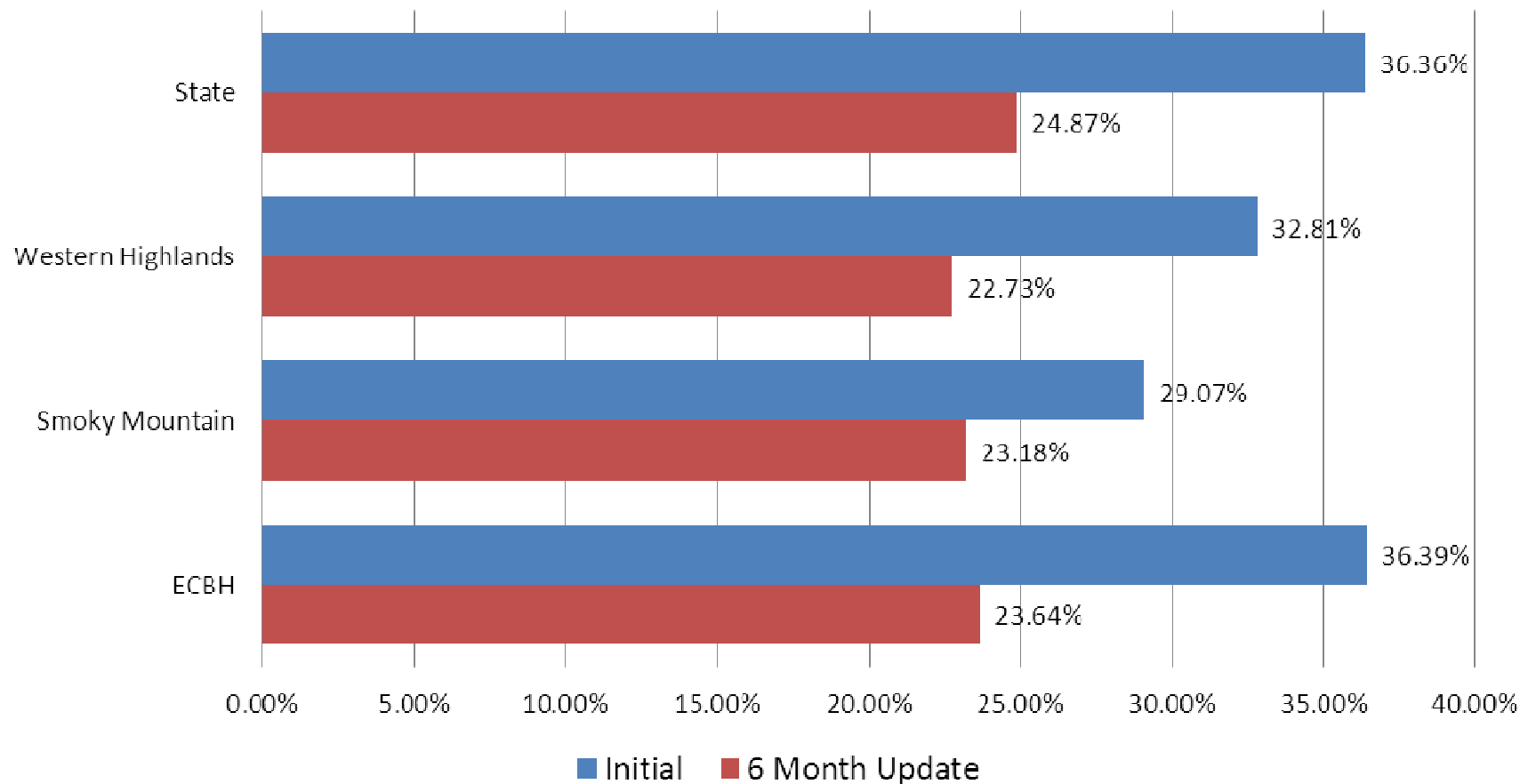


Adolescent MH: Phase I LME-MCOs

Suspensions/Expulsions: Adolescent Mental Health

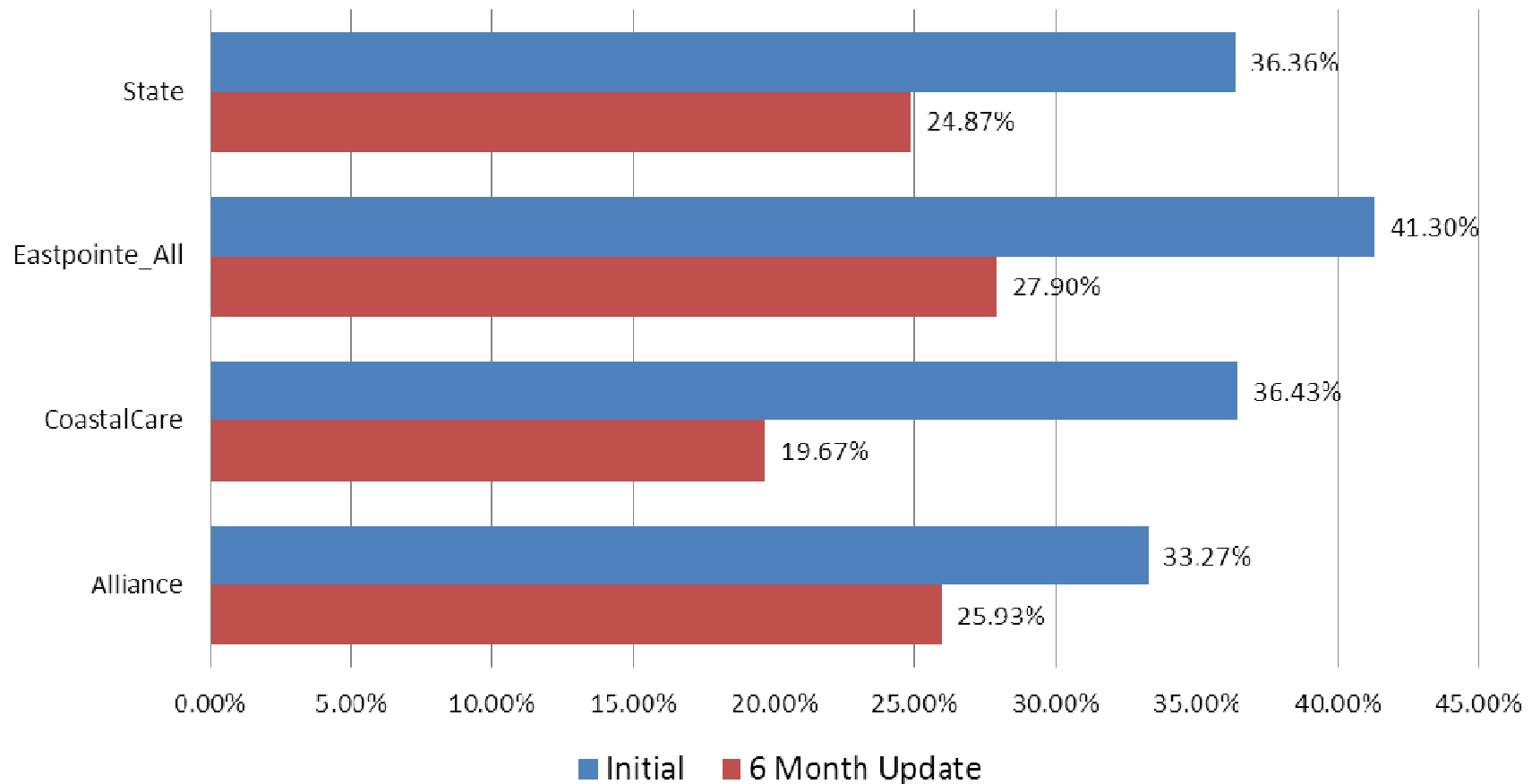
Phase 1

SFY 2011/12



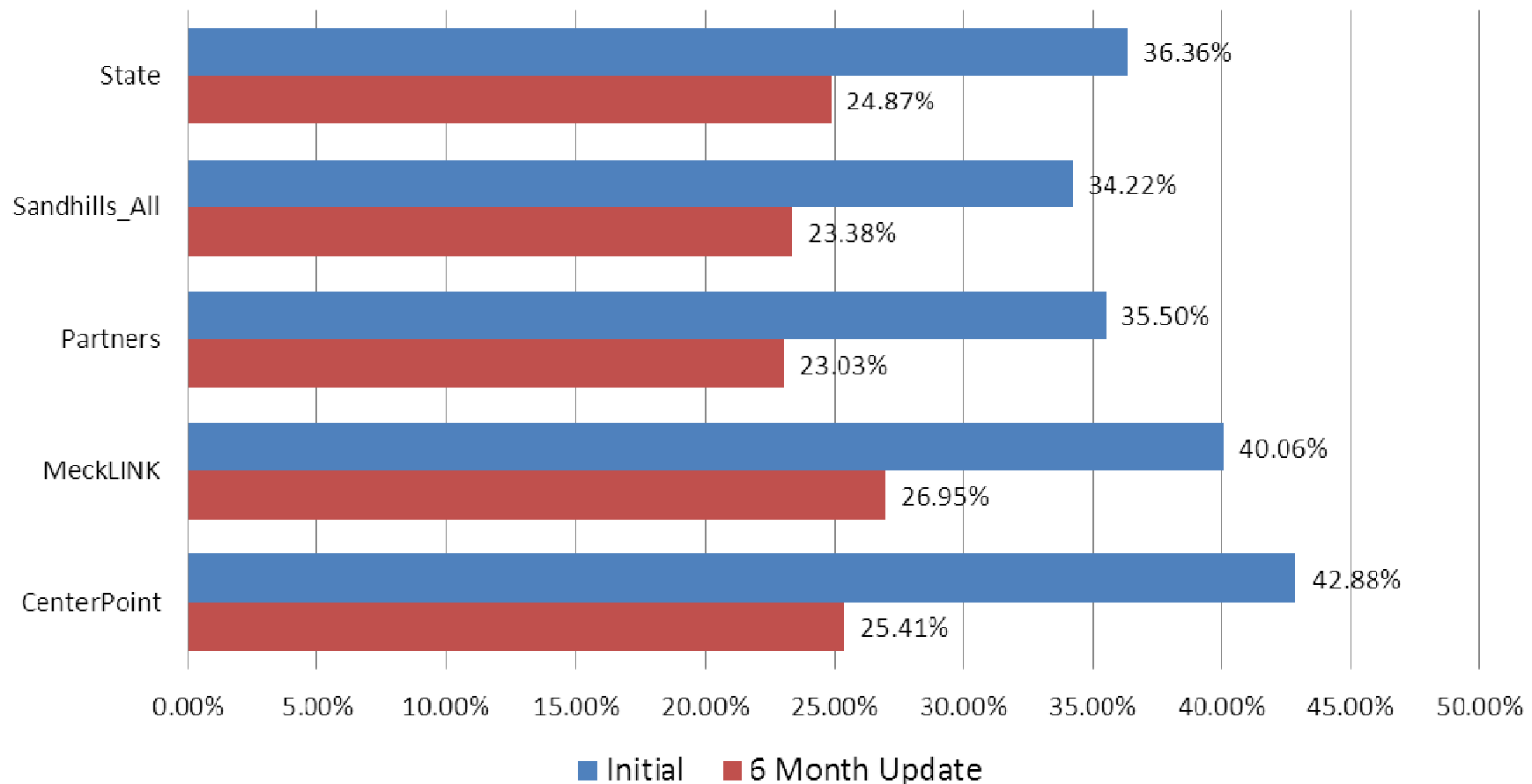
Adolescent MH: Phase II LME-MCOs East

Suspensions/Expulsions: Adolescent Mental Health Phase 2 East SFY 2011/12



Adolescent MH: Phase II LME-MCOs West

Suspensions/Expulsions: Adolescent Mental Health Phase 2 West SFY 2011/12



Adolescent MH Outcomes

| Adolescent Mental Health Measures: SFY 2011-12 | | | | | | | | | | |
|--|---|------------------------|-------------------------------|--|---------------------------------|---------------------------------------|------------------------|-------------------------------|--|---------------------------------|
| LME-MCO | Relationships with Family or Significant Others | | | | | Suspensions or Expulsions | | | | |
| | Total # of Matched Cases in SFY 11/12 | % at Initial Interview | % at 6 Month Update Interview | % Points Gained from Initial to Update | % Change from Initial to Update | Total # of Matched Cases in SFY 11/12 | % at Initial Interview | % at 6 Month Update Interview | % Points Gained from Initial to Update | % Change from Initial to Update |
| State | 6209 | 29.60% | 50.59% | 20.99% | 70.89% | 8407 | 36.36% | 24.87% | -11.49% | -31.60% |
| Cardinal Innovations (All OCs) | 409 | 40.34% | 63.57% | 23.23% | 57.58% | 612 | 37.58% | 28.10% | -9.48% | -25.22% |
| Alamance-Caswell | 36 | 36.11% | 52.78% | 16.67% | 46.15% | 69 | 30.43% | 23.19% | -7.25% | -23.81% |
| Five County | 92 | 30.43% | 73.91% | 43.48% | 142.86% | 126 | 42.06% | 26.19% | -15.87% | -37.74% |
| OPC | 67 | 35.82% | 58.21% | 22.39% | 62.50% | 105 | 32.38% | 30.48% | -1.90% | -5.88% |
| PBH | 214 | 46.73% | 62.62% | 15.89% | 34.00% | 312 | 39.10% | 29.17% | -9.94% | -25.41% |
| <i>Phase 1:</i> | | | | | | | | | | |
| ECBH | 518 | 27.61% | 48.84% | 21.24% | 76.92% | 698 | 36.39% | 23.64% | -12.75% | -35.04% |
| Smoky Mountain | 260 | 36.15% | 56.15% | 20.00% | 55.32% | 289 | 29.07% | 23.18% | -5.88% | -20.24% |
| Western Highlands | 402 | 29.10% | 55.47% | 26.37% | 90.60% | 506 | 32.81% | 22.73% | -10.08% | -30.72% |
| <i>Phase 2 East:</i> | | | | | | | | | | |
| Alliance | 1255 | 30.20% | 48.69% | 18.49% | 61.21% | 1593 | 33.27% | 25.93% | -7.34% | -22.08% |
| CoastalCare | 377 | 32.89% | 51.72% | 18.83% | 57.26% | 549 | 36.43% | 19.67% | -16.76% | -46.00% |
| Eastpointe_All | 723 | 26.56% | 46.75% | 20.19% | 76.04% | 1000 | 41.30% | 27.90% | -13.40% | -32.45% |
| <i>Phase 2 West:</i> | | | | | | | | | | |
| CenterPoint | 407 | 32.68% | 49.39% | 16.71% | 51.13% | 555 | 42.88% | 25.41% | -17.48% | -40.76% |
| MeckLINK | 491 | 24.85% | 46.23% | 21.38% | 86.07% | 694 | 40.06% | 26.95% | -13.11% | -32.73% |
| Partners | 562 | 27.05% | 53.20% | 26.16% | 96.71% | 786 | 35.50% | 23.03% | -12.47% | -35.13% |
| Sandhills_All | 805 | 26.96% | 48.20% | 21.24% | 78.80% | 1125 | 34.22% | 23.38% | -10.84% | -31.69% |

Relationships with Family or Significant Others: Percentage of consumers who reported their relationships with family or significant others as good or excellent in the year before treatment versus during treatment.

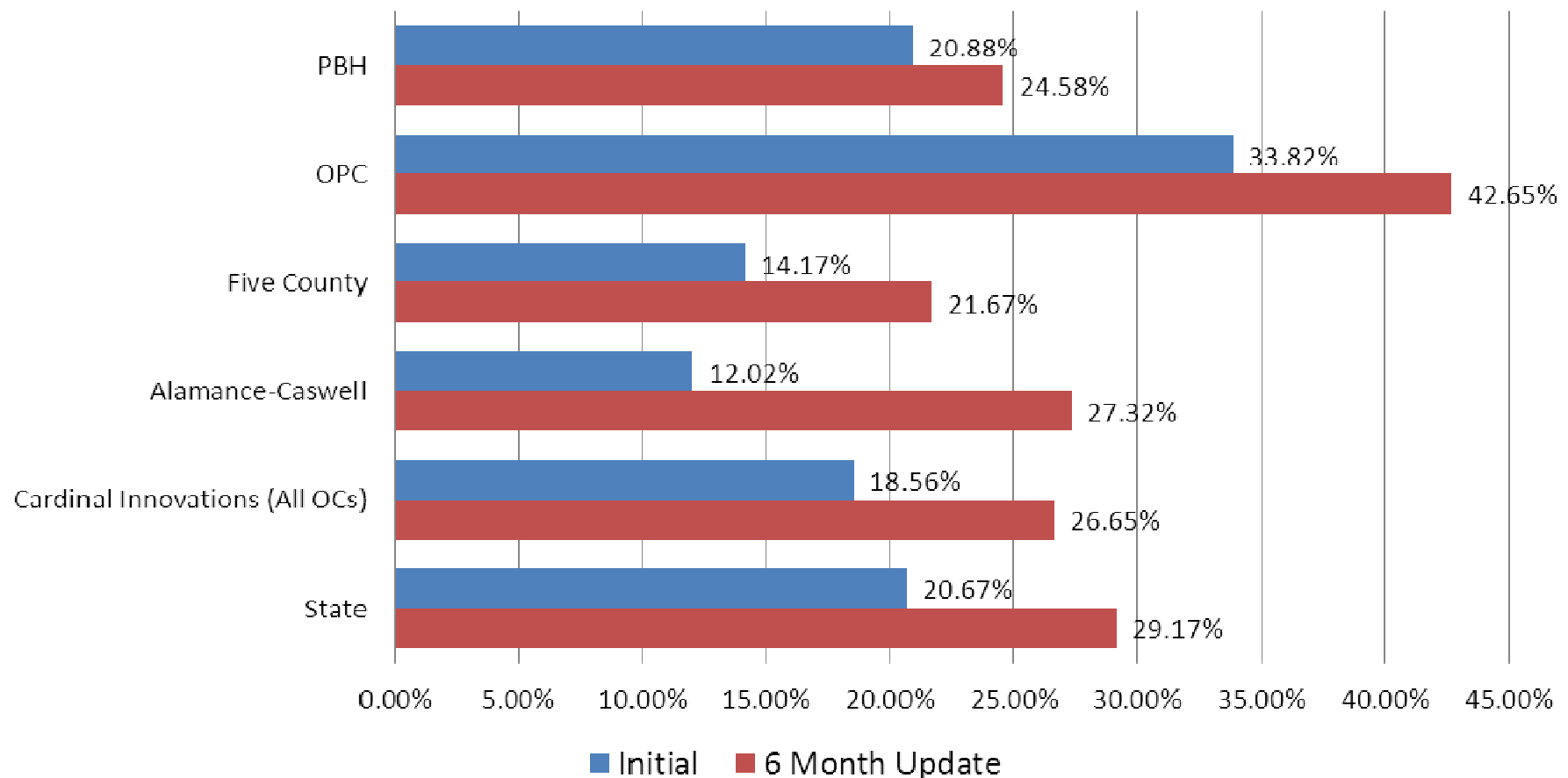
Suspensions or Expulsions: Percentage of consumers who reported suspensions, expulsions, or being currently expelled in the 3 months before treatment versus during treatment.

Adult MH Outcomes

- Two measures
 - Full or part-time employment
 - NOTE: Only looks at consumers in the labor force
 - Homelessness
- Four LME-MCO groupings
 - Cardinal Innovations Healthcare Solutions (PBH)
 - Phase I: Western Highlands, ECBH, & Smoky Mtn
 - Phase II East: Alliance, CoastalCare, & Eastpointe
 - Phase II West: CenterPoint, MeckLINK, Partners, & Sandhills

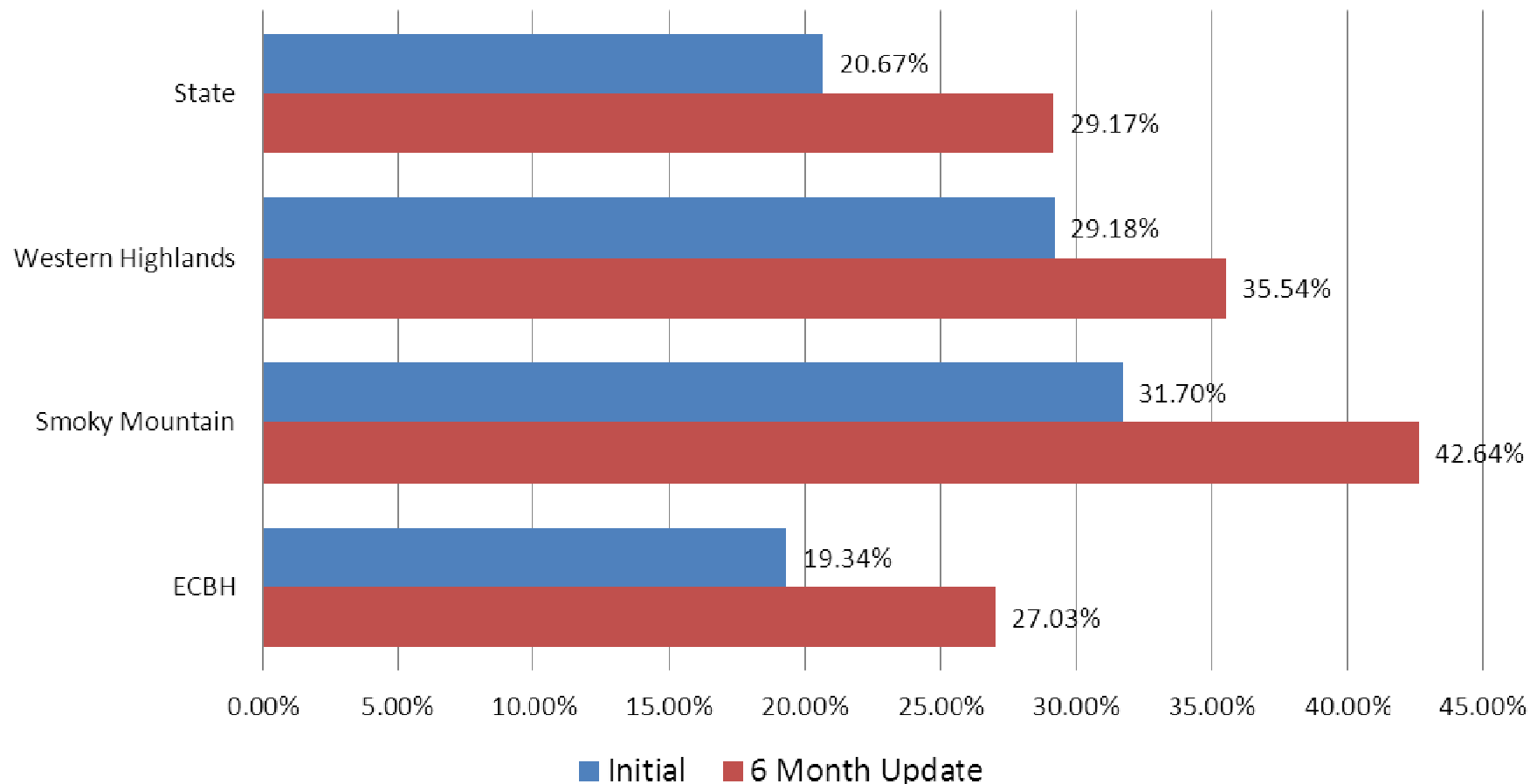
Adult MH: Cardinal Innovation

Employment: Adult Mental Health Cardinal Innovations SFY 2011/12



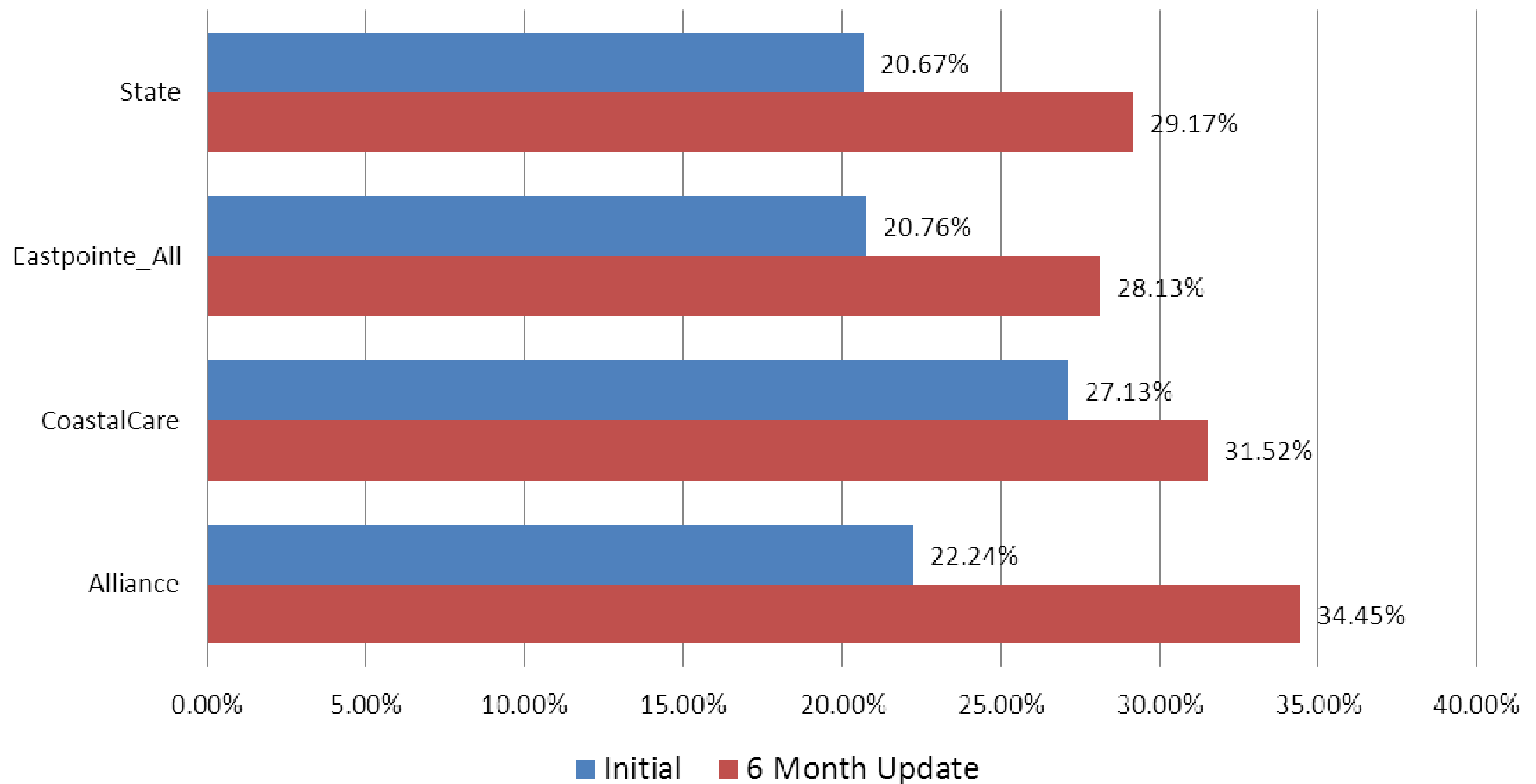
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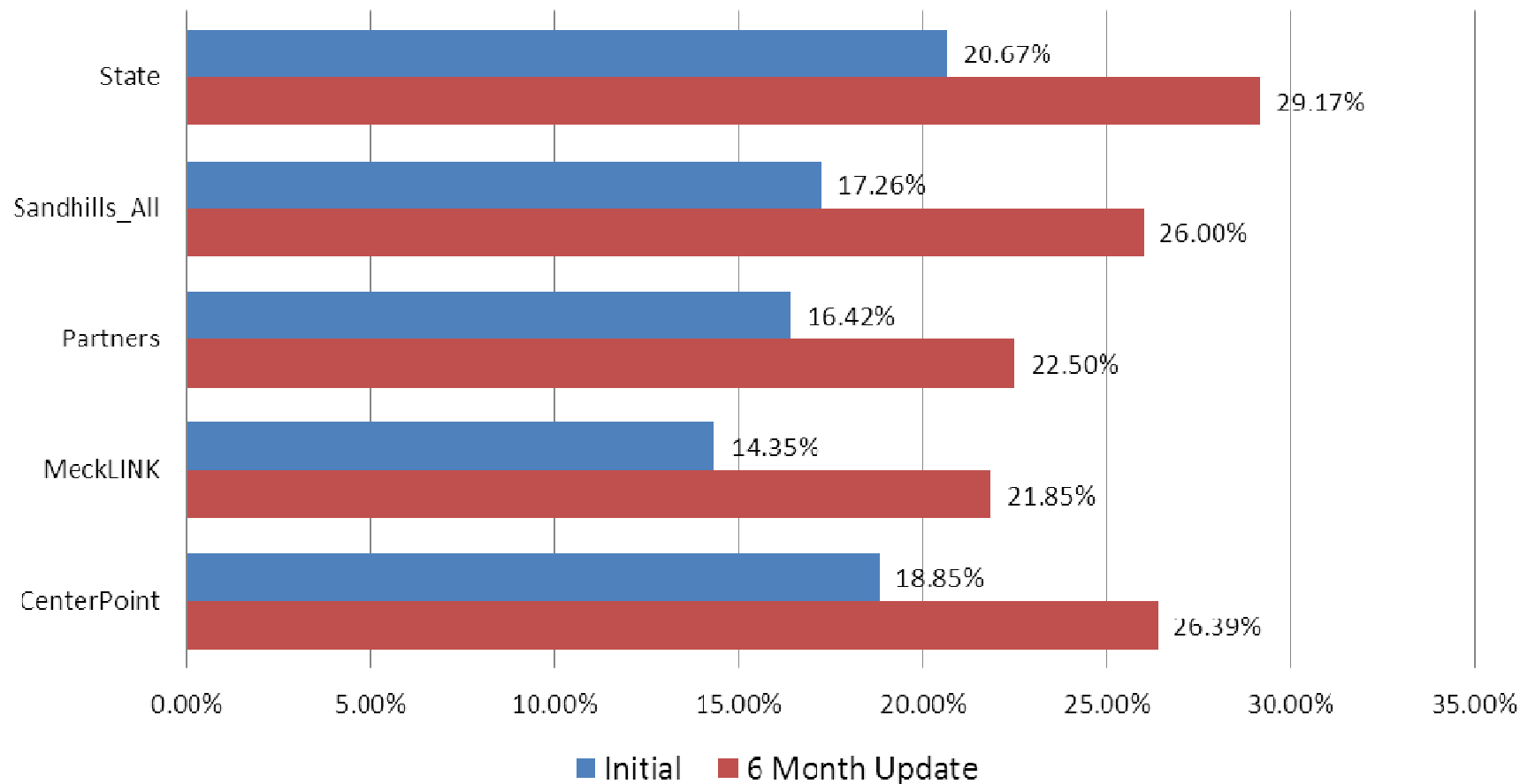
Adult MH: Phase II LME-MCOs East

Employment: Adult Mental Health Phase 2 East SFY 2011/12



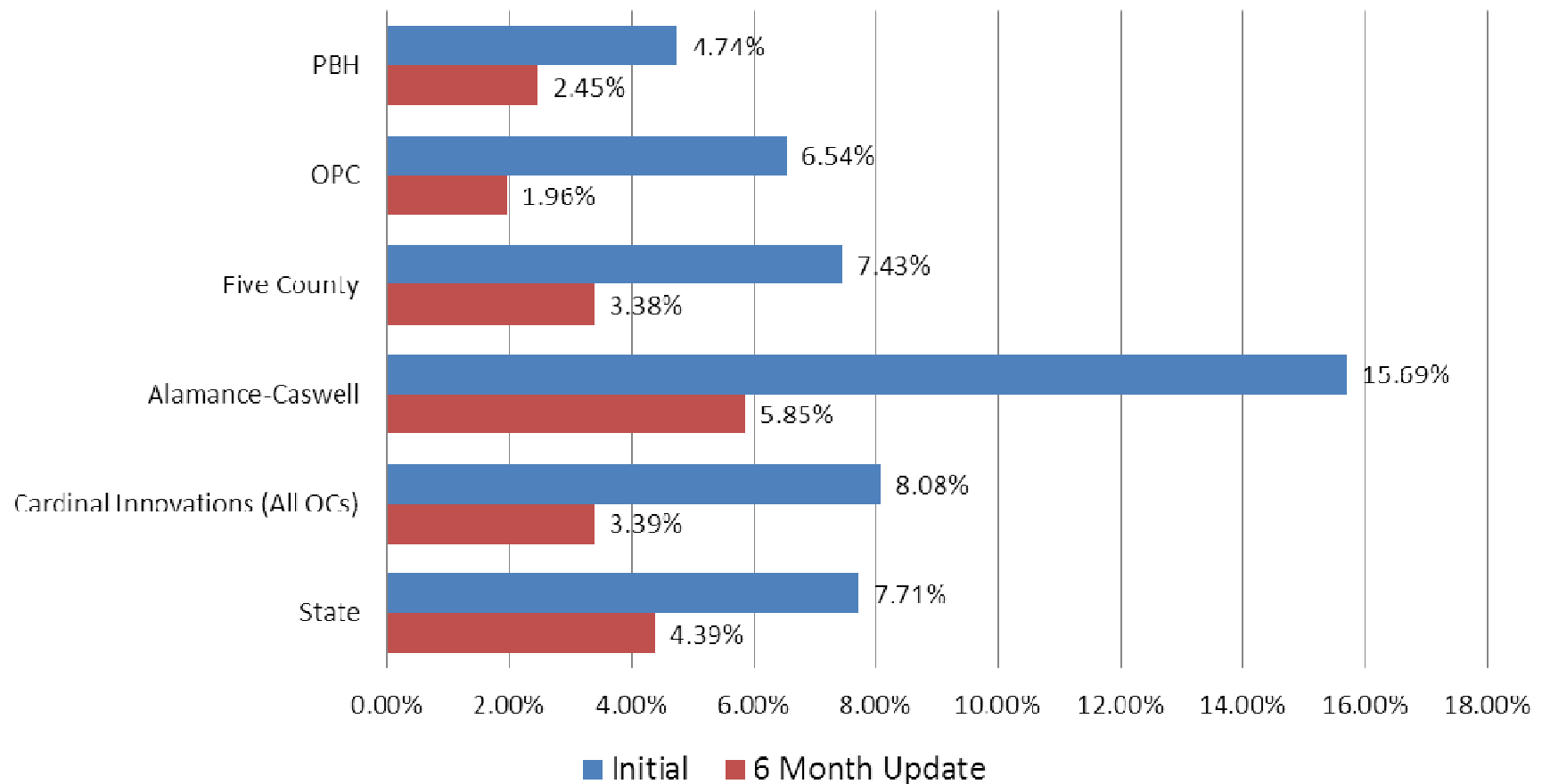
Adult MH: Phase II LME-MCOs West

Employment: Adult Mental Health Phase 2 West SFY 2011/12



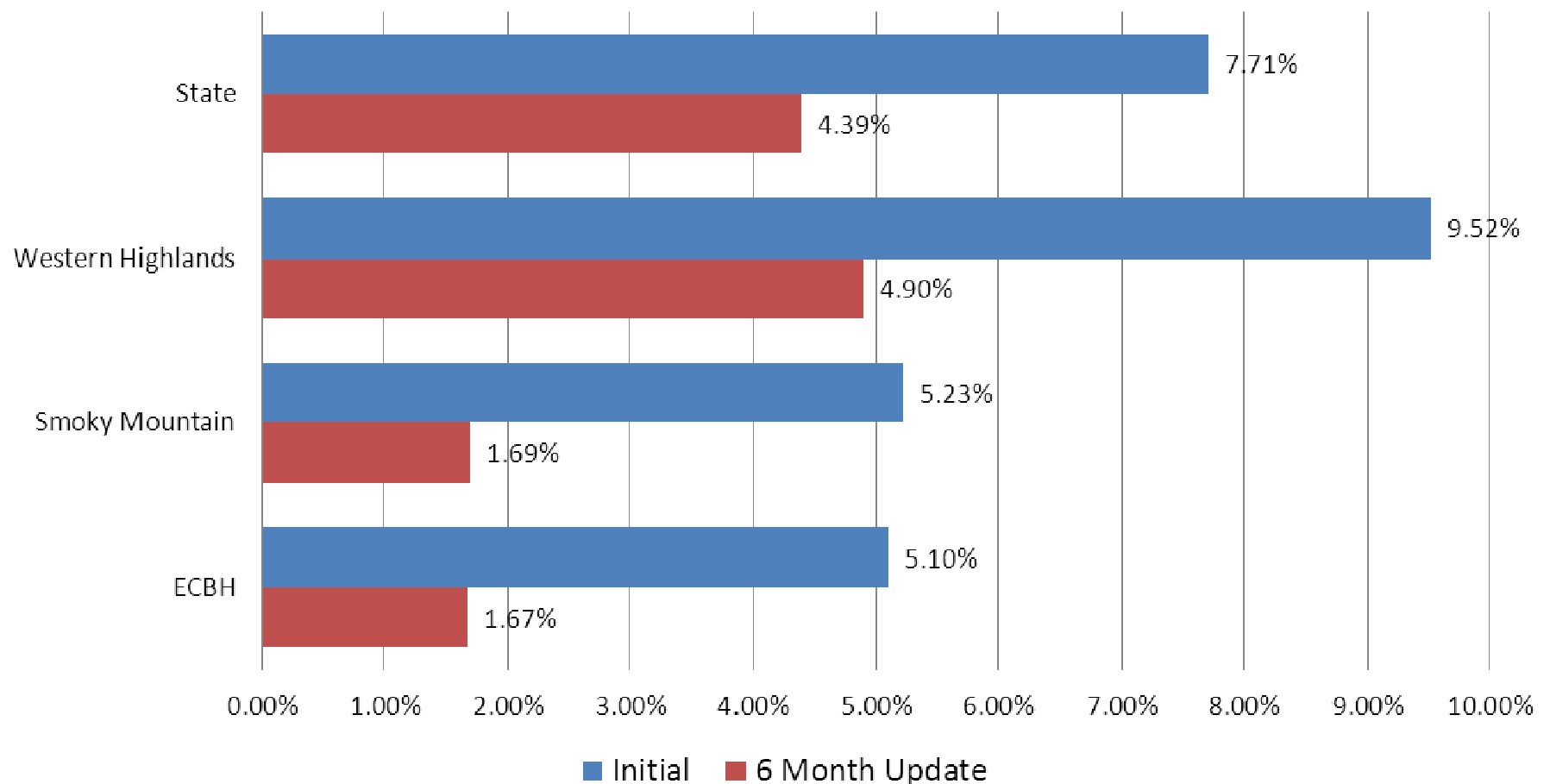
Adult MH: Cardinal Innovation

Homelessness: Adult Mental Health Cardinal Innovations SFY 2011/12

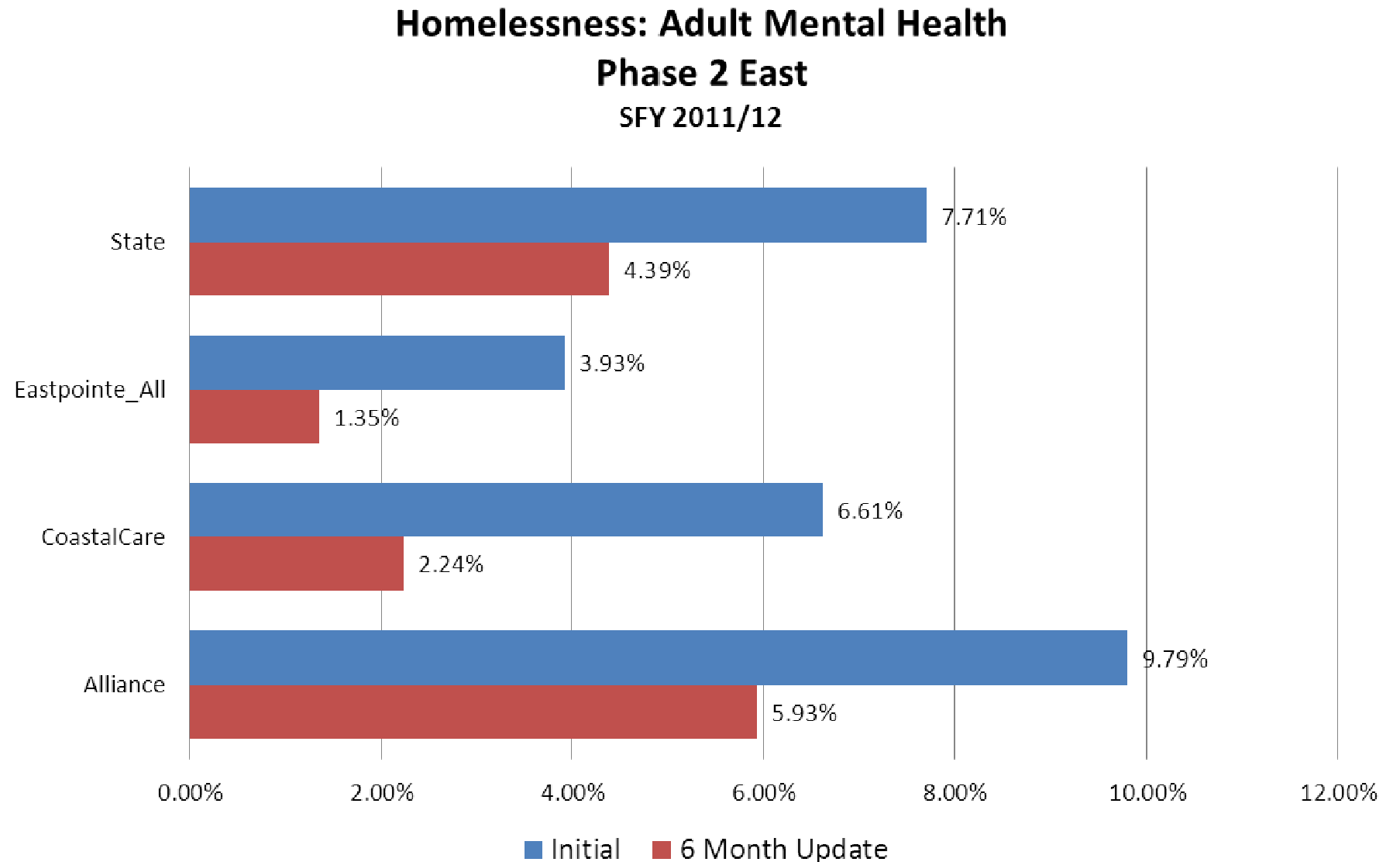


Adult MH: Phase I LME-MCOs

Homelessness: Adult Mental Health Phase 1 SFY 2011/12

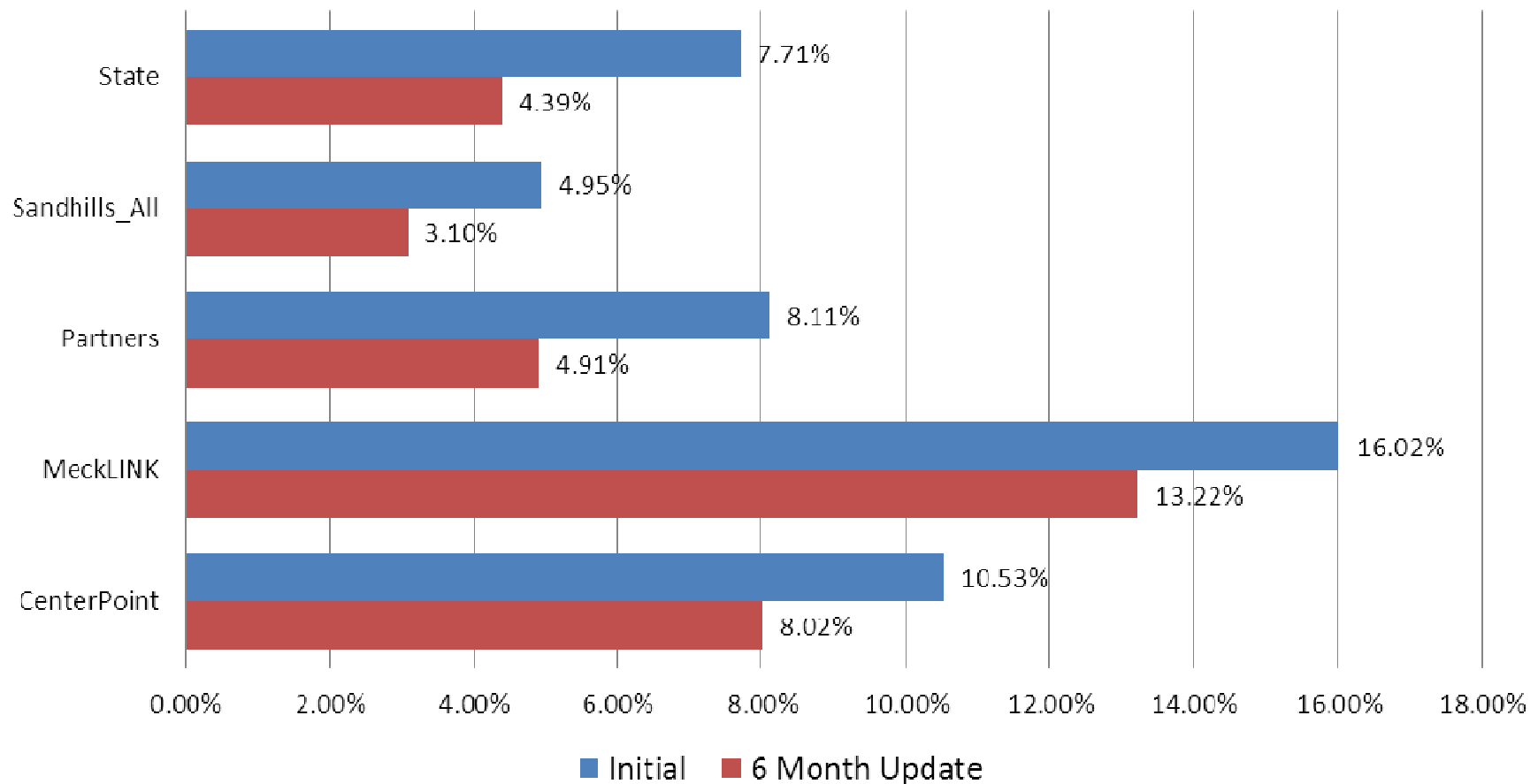


Adult MH: Phase II LME-MCOs East



Adult MH: Phase II LME-MCOs West

Homelessness: Adult Mental Health Phase 2 West SFY 2011/12



Adult MH Outcomes

| Adult Mental Health Measures: SFY 2011-12 | | | | | | | | | | |
|--|---------------------------------------|---------------------------------|--|--|---------------------------------|---------------------------------------|---------------------------------|--|--|---------------------------------|
| LME-MCO | Employment | | | | | Homelessness | | | | |
| | Total # of Matched Cases in SFY 11/12 | % Employed at Initial Interview | % Employed at 6 Month Update Interview | % Points Gained from Initial to Update | % Change from Initial to Update | Total # of Matched Cases in SFY 11/12 | % Homeless at Initial Interview | % Homeless at 6 Month Update Interview | % Points Gained from Initial to Update | % Change from Initial to Update |
| State | 7089 | 20.67% | 29.17% | 8.51% | 41.16% | 16386 | 7.71% | 4.39% | -3.32% | -43.07% |
| Cardinal Innovations (All OCs) | 668 | 18.56% | 26.65% | 8.08% | 43.55% | 1386 | 8.08% | 3.39% | -4.69% | -58.04% |
| Alamance-Caswell | 183 | 12.02% | 27.32% | 15.30% | 127.27% | 325 | 15.69% | 5.85% | -9.85% | -62.75% |
| Five County | 120 | 14.17% | 21.67% | 7.50% | 52.94% | 296 | 7.43% | 3.38% | -4.05% | -54.55% |
| OPC | 68 | 33.82% | 42.65% | 8.82% | 26.09% | 153 | 6.54% | 1.96% | -4.58% | -70.00% |
| PBH | 297 | 20.88% | 24.58% | 3.70% | 17.74% | 612 | 4.74% | 2.45% | -2.29% | -48.28% |
| Phase 1: | | | | | | | | | | |
| ECBH | 455 | 19.34% | 27.03% | 7.69% | 39.77% | 1079 | 5.10% | 1.67% | -3.43% | -67.27% |
| Smoky Mountain | 265 | 31.70% | 42.64% | 10.94% | 34.52% | 708 | 5.23% | 1.69% | -3.53% | -67.57% |
| Western Highlands | 377 | 29.18% | 35.54% | 6.37% | 21.82% | 1103 | 9.52% | 4.90% | -4.62% | -48.57% |
| Phase 2 East: | | | | | | | | | | |
| Alliance | 1547 | 22.24% | 34.45% | 12.22% | 54.94% | 2951 | 9.79% | 5.93% | -3.86% | -39.45% |
| CoastalCare | 387 | 27.13% | 31.52% | 4.39% | 16.19% | 983 | 6.61% | 2.24% | -4.37% | -66.15% |
| Eastpointe_All | 1031 | 20.76% | 28.13% | 7.37% | 35.51% | 2675 | 3.93% | 1.35% | -2.58% | -65.71% |
| Phase 2 West: | | | | | | | | | | |
| CenterPoint | 451 | 18.85% | 26.39% | 7.54% | 40.00% | 1035 | 10.53% | 8.02% | -2.51% | -23.85% |
| MeckLINK | 453 | 14.35% | 21.85% | 7.51% | 52.31% | 1036 | 16.02% | 13.22% | -2.80% | -17.47% |
| Partners | 609 | 16.42% | 22.50% | 6.08% | 37.00% | 1590 | 8.11% | 4.91% | -3.21% | -39.53% |
| Sandhills_All | 846 | 17.26% | 26.00% | 8.75% | 50.68% | 1840 | 4.95% | 3.10% | -1.85% | -37.36% |
| Employment: Percentage of consumers who are in the labor force who reported full or part-time employment in the 3 months before treatment versus during treatment. Note: Consumer is part of the labor force in order to be counted as part of the population. | | | | | | | | | | |
| Homelessness: Percentage of consumers who reported being homeless in the 3 months before treatment versus during treatment. | | | | | | | | | | |

Discussion

- How does the committee want to see this information?
 - Tables, graphs or both
 - PDF reports, presentations or both
- What schedule would work best for the committee?
 - Can present one disability per meeting, each 2 times per year
 - Can present all measures in 3 successive meetings (Sept-Nov and Mar-May) or review one every other month throughout the year
- How will the committee review and use this information?